

Hospital Support Person

As your Adventist Health care team, we value your partnership in the information and choices that determine your treatment, safety and health. We want you to know our plan for providing the best care possible includes making sure you know about the rights and the responsibilities you have while you're here. We look forward to partnering with you, the most important member of our care team.

A patient with a disability has the right, and Adventist Health Tillamook must allow a patient with a disability, to designate at least three support persons and to have at least one support person physically present with the patient with a disability at all times in the emergency department and during the patient's stay at the hospital if necessary to facilitate the patient with a disability's care including but not limited to when the patient:

- Has a cognitive, intellectual or mental health disability that affects the patient's ability to make or communicate medical decisions or understand medical advice;
- Needs assistance with activities of daily living and the hospital staff are unable to provide the same level of care or are less effective at providing the assistance;
- Is deaf, hard of hearing or has other communication barriers and requires the assistance of a support person to ensure effective communication with hospital staff; or
- Has behavioral health needs that the support person can address more effectively than the hospital staff. A patient with a disability's healthcare representative may designate support persons in collaboration with the patient.

If a patient with a disability, or a patient's legally authorized health care representative, does not designate a support person(s) and an Adventist Health Tillamook associate determines that a patient has a communication barrier or other disability, an Adventist Health Tillamook associate will take reasonable steps to further communicate the patient's right to support persons to the patient, patient's family or patient's legally authorized healthcare representative.

Support persons assist patients with disabilities who are admitted to the hospital or are in the emergency department who need help:

- Communicating
- Making healthcare decisions
- Understanding healthcare information, or
- Engaging in daily living activities

Hospitals must allow eligible patients to have at least one support person with the patient at all times if necessary to facilitate care. Visitor hours do not apply to support persons. A hospital may have safety conditions such as limiting the number of support persons allowed to be present with the patient at a time.

Support persons must follow safety standards to serve in this role, such as wearing a mask and taking other precautions that may include but not be limited to handwashing and social distancing.

If a patient's request to have a support person present is denied or limited, including limits on the total number of support persons allowed to be present during the course of a day, the patient or support person can request a support care conference to discuss this decision with hospital staff.

If you or your support person has additional concerns, you can contact:

Gina Seufert, Risk Manager
1000 Third St., Tillamook, OR 97141
503-815-2414 | SeuferGF@ah.org

Document accessibility: For individuals with disabilities or individuals who speak a language other than English, Oregon Health Authority can provide information in alternate formats such as translations, large print or braille. Contact the Health Information Center at 971-673-2411, 711 TTY or COVID19.LanguageAccess@dhsosha.state.or.us.

*Support person: a family member, guardian, personal care assistant or other paid or unpaid attendant selected by the patient to physically or emotionally assist the patient or ensure effective communication with the patient.